



STATE OF NEW HAMPSHIRE
DEPARTMENT OF HEALTH AND HUMAN SERVICES
OFFICE OF THE COMMISSIONER

Lori A. Shilbnette
Commissioner

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March 5, 2021

His Excellency, Governor Christopher T. Sununu
State House
Concord, New Hampshire 03301

REQUESTED ACTION

Authorize the Department of Health and Human Services, Office of the Commissioner, to enter into a **Retroactive, Sole Source** contract with One Call Government Solutions, LLC d/b/a One Call (VC#299403), Jacksonville, FL, in the amount of \$400,000 for statewide transportation services to COVID-19 vaccination appointments for individuals who do not receive New Hampshire Medicaid, with the option to renew for up to one (1) additional year, effective retroactive to March 1, 2021, upon Governor approval through May 31, 2021. 100% Other Funds.

Funds are available in the following account for State Fiscal Year 2021.

**05-95-095-950010-1919 HEALTH AND SOCIAL SERVICES, HEALTH AND HUMAN SERVICES,
HHS: OFFICE OF THE COMMISSIONER, COMMISSIONERS OFFICE, COVID19 FEMA DHHS**

State Fiscal Year	Class / Account	Class Title	Job Number	Total Amount
2021	103-502664	Contracts for Oper Svc	95010690	\$400,000
			Total	\$400,000

EXPLANATION

This request is **Retroactive** because the Contractor has been providing transportation to non-Medicaid individuals to assist with the State's vaccination efforts that are in the 1B phase, which covers individuals who are among the State's most vulnerable citizens. This request is **Sole Source** because the Department, in the interest of the public's health and safety, identified a vendor with capacity to quickly respond to the COVID-19 pandemic. The Contractor currently works with the Department on Medicaid transportation and has the existing infrastructure to provide transportation to the State's vaccination sites.

The purpose of this request is for the Contractor to provide transportation services for individuals, statewide, who are unable to transport themselves to and from COVID-19 vaccination appointments. The transportation services are for individuals who need transportation assistance and who are not otherwise covered under a transportation benefit for this service.

The exact number of citizens who will utilize transportation services provided for in this contract is not readily determinable. However, it is expected that a significant amount of the utilization under this contract will be during the remainder of the 1B phase. It is estimated that approximately 850 individuals in Phase 1B and approximately 500 individuals in Phase 2A will require transportation support in order to receive the COVID-19 vaccine. The contract includes a fixed monthly administrative fee in the amount of \$8,750 as well as local transportation provider costs

paid based on a base rate, mileage, and wait time compensated by the broker. The administrative fee and provider transportation costs are on par with a recently competitively bid contract.

The Contractor is responsible for the statewide network of Transportation Providers that transport beneficiaries in various modes of transportation, which could include taxi, sedan, and wheelchair vans. The Contractor will ensure individuals receive the most efficient mode of transportation based on their physical and/or cognitive impairments.

The Contractor is responsible for credentialing each Transportation Provider and ensuring training is completed, which includes, but is not limited to, cultural and linguistic sensitivity; defensive driving; driver code of conduct; situational behavioral training; Health Insurance Portability and Accountability Act compliance; and fraud, waste, and abuse of program services. In addition to the trainings, the Contractor requires certification in passenger service and safety as well as first aid.

The Department will monitor contracted services using the following performance measures:

- 100% of trips requested will be assigned to a transportation provider and completed.
- 100% of incidents and significant events are reported within the prescribed timeframes
- Ensuring Transportation Providers and drivers comply with the Driver Code of Conduct, pre-employment screening, annual employment screening, driver requirements, and all education requirements.

As referenced in Exhibit A of the attached contract, the parties have the option to extend the agreement for up one (1) additional year, contingent upon satisfactory delivery of services, available funding, agreement of the parties, and appropriate State approval.

Area served: Statewide; individuals with transportation barriers to vaccination, not otherwise covered in another manner.


In the event that the Other Funds become no longer available, General Funds will not be requested to support this program.

Respectfully submitted,


Lori A. Shibinette
Commissioner

I hereby approve this request pursuant to RSA 4:45, RSA 21-P:43, and Section 4 of Executive Order 2020-04 as extended by Executive Orders 2020-05, 2020-08, 2020-09, 2020-10, 2020-14, 2020-15, 2020-16, 2020-17, 2020-18, 2020-20, 2020-21, 2020-23, 2020-24, 2020-25, 2021-01, 2021-02, and 2021-04, and suspend the Manual of Procedures 150, V., A., 3 requirement.

3-8-21
Date


Name: Governor Christopher T. Sununu